

POSITION SUMMARY

Under the general supervision of the Operations Manager of the Milwaukee Early Care Administration in the Division of Early Care and Education, this position provides training and oversight to staff responsible for quality assurance efforts, training and operational program support. This position will implement management policies, assign and review work of staff, evaluate staff performance and recommend corrective action when required. This position is responsible for coordinating services with all other units within MECA. This position also must coordinate with the Department of Health Services (MilES), W-2 Agencies, Provider Organizations, Parent and Advocate organizations, and other internal and external organizations as necessary. This position ensures evaluation of compliance with state and federal laws, administrative rules and policies; evaluates program effectiveness; develops training curricula based on qualitative data; develops and implements improvements/revisions as necessary; and maintains and reports program data.

Goals & Worker Activities

40% A. Supervision and Monitoring of Staff

- A1. Plan, assign and supervise the work of training, quality assurance and operational support staff.
- A2. Ensure staff compliance with quality assurance, operational support and training procedures. Direct staff activities to ensure the integrity of child care regulation and the Wisconsin Shares program.
- A3. Manage and monitor staff responsible for QA analysis, training and operational support, ensuring all work is handled appropriately.
- A4. Assure coverage of workload in the absence of an employee.
- A5. Conduct regularly scheduled meetings with staff to review decisions and share information.
- A6. Evaluate quality and quantity of services provided by employees. Ensure inclusion of needed improvements in performance evaluations through observation and reviews.
- A7. Gain an understanding of the state's policies and procedures for staff performance, grievance procedures, work rule violations, staff discipline, and staff leaves of absence. Implement procedures as appropriate and necessary in accordance with applicable contractual provisions and personnel rules
- A8. Review and make recommendations regarding employee travel vouchers, vacations, sick leave, and other requests.
- A9. Hire staff as needed. Conduct interviews, evaluate and select candidates and make appointment recommendations.
- A10. Identify staff training needs; ensure training needs are included in performance evaluations as required; provide or arrange for orientation and in-service training for employees; ensure staff are aware of and trained on new policies and procedures regarding child care authorizations.

25% B. Plan and develop staff developmental/technical assistance programs and projects designed to develop new workers and to maintain and improve current staff effectiveness, which includes classroom, online delivery methods, and onsite support.

- B1. Plan and develop training which reinforces quality assurance standards set by state and/or federal requirements.
- B2. Develop and ensure effective new worker and refresher training for staff in each MECA section.
- B3. Develop and ensure effective new worker and refresher training for eligibility workers in the Department of Health Services (DHS) and staff within MilES. Maintain positive working relationships with DHS, and establish a process for coordination with DHS staff.

POSITION DESCRIPTION

DCF Program Supervisor – Training and Operations

B4. Evaluate training program effectiveness on a regular basis. Implement procedures to track training efforts (internal and external). Analyze data to determine trends. Participate in the development of program reports.

B5. Design & develop training materials, job aids, and instructional formats for use by MECA's new and ongoing employees. Engage upper management and policy analysts to review and approve training materials.

B6. Develop evaluation methods to assess learner's knowledge and gather data on training effectiveness. Communicate concerns/issues with upper management regularly.

B7. Attend state trainings for policy development and understanding.

B8. Provide regular reports about internal and external training efforts to the MECA management team, as directed. Respond to questions and information requests from MECA and Department management.

20% C. Develop tools and direct quality assurance efforts which support operations of the Milwaukee Early Care Administration.

C1. Plan, develop and analyze quality assurance efforts which support requirements set by state and/or federal entities.

C2. Evaluate quality assurance implementation effectiveness on a regular basis. Implement procedures to track QA efforts (internal and external). Analyze data to determine trends. Participate in the development of program reports.

C3. Provide regular reports about internal and external training efforts to the MECA management team, as directed. Respond to questions and information requests from MECA and Department management.

10% D. Maintain an effective working knowledge of current federal, state and county program rules, requirements and procedures as well as maintain effective relationships with other Divisions, Departments, and Agencies.

D1. Review and interpret State policy and provide policy information to management and staff.

D2. Communicate and cooperate with our partners in the Child Care Policy Bureau to obtain the highest level of information on current program eligibility policy, authorization policy and rules related to the Wisconsin Shares Program and child care authorizations, and childcare certification.

D3. Identify and notify management and staff of new or changing policy and its impact on workload and training needs for staff. Review existing agency policy or current business flow and update as needed.

D4. Identify workload challenges/actions where policy may need revisions by adding or clarifying the policy. Under management approval, work with Child Care Policy Bureau policy analysts to address the policy issue to ensure the Milwaukee Early Care Administration is considered and addressed.

D5. Develop as needed under the direction of management MECA policy and procedures, memos and manuals.

D6. Act as a policy technical resource for management and workers to provide support as needed by addressing policy inquiries, analyzing problem issues, researching policy, and developing tools and methods to mentor, distribute, and clarify policy to ensure that the appropriate policy is used.

D7. Maintain a record of policy and procedure issues including error prone areas to assist in the training needs assessment.

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D8. Attend regional and state meetings and formal training sessions and other trainings relevant to maintain working knowledge of developing training, understanding statute, administrative code and other childcare policy.

D9. Maintain positive working relationships with internal and external partners to better promote policies related to the all sections within MECA.

D10. Serve as representative of the Department on local committees, work groups and departmental meetings.

D11. Act as a trainer in specially requested content areas for the department or community.

D12. Observe, assist and participate in workshops/meetings.

5% E. Management of AA/EEO Plans in compliance with federal and state laws.

E1. Assure equal access and opportunity to staff to attend training and other career development activities.

E2. Establish expectations that will not tolerate prejudice, unfairness and harassment between staff or those served by MECA.

E3. Ensure adequate accessibility to offices and workstations for all handicapped employees, children, family members and visitors in compliance with policies and procedures of the Americans with Disabilities Act.

Knowledge, Skills, and Abilities

1. Knowledge of the theories and practices of administration, management, and supervision of human service related programs
2. Knowledge of leadership and supervisory principles and practices
3. Mathematical, oral and written communication and time management skills.
4. Ability to work independently and apply critical thinking techniques.
5. Ability to present information in a clear and concise manner.
6. Ability to meet strict timelines.
7. Ability to work effectively and harmoniously with staff and others.
8. Ability to exercise concrete decision making skills; consult supervisor as needed.
9. Knowledge of federal and state laws, regulations and standards as it relates to WI Shares and child care certification.
10. Ability to utilize Microsoft Office products for desktop publishing, organizing, and storing data (specifically MS Word, Excel, PowerPoint, and Access).
11. Ability to utilize automated computer programs/systems used to complete child care certification, eligibility, authorizations, benefit recovery, and provider payment (CARES, CWW, KIDS, CSAW, CCPI, CCPC and ECF)
12. Knowledgeable in adult education principles.
13. Ability to utilize adult education principles in curriculum planning and implementation
14. Knowledge of and ability to use group dynamics in conducting education sessions and facilitating groups
15. Knowledge and ability to utilize CARES, CWW, KIDS, CSAW, ECF, and other systems to support child care programming training and quality assurance efforts
16. Knowledge of quality assurance principles and practices.
17. Knowledge of data management principles.